A large green square is positioned in the top left corner of the page. At its bottom right corner, there is a smaller yellow square. A thin black line extends horizontally from the right side of the yellow square.

# **Minnesota Long-Term Care Survey: An AARP Survey of Minnesotans**

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Published December 2002



# **Minnesota Long-Term Care: An AARP Survey of Minnesotans**

**Data Collected by Woelfel Research Inc.  
Report Prepared by Joanne Binette**

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AARP is a nonprofit, nonpartisan membership organization for people 50 and over. We provide information and resources; advocate on legislative, consumer, and legal issues; assist members to serve their communities; and offer a wide range of unique benefits, special products, and services for our members. These benefits include *AARP Webplace* at [www.aarp.org](http://www.aarp.org), the AARP lifestyle magazines, the monthly *AARP Bulletin*, and a Spanish-language newspaper, *Segunda Juventud*. Active in every state, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands, AARP celebrates the attitude that age is just a number and life is what you make it.

### **Acknowledgements**

AARP staff from the Minnesota State Office, State Affairs, and Knowledge Management contributed to the design and implementation of this study. Special thanks go to AARP staff including Keith Weigel, Minnesota State Office; Michele Kimball, Minnesota State Office; Ilene Henshaw, State Affairs; DaCosta Mason, State Affairs; Gretchen Straw, Knowledge Management; Rachelle Cummins, Knowledge Management; Erica Dinger, Knowledge Management, and Darlene Matthews, Knowledge Management. Joanne Binette, AARP Knowledge Management wrote the report. For more information, contact Joanne Binette, at (202) 434-6303.

## Background

Minnesota faces unique challenges in long-term care. Not only does Minnesota have the second longest life expectancy in the United States (surpassed only by Hawaii), the state also has one of the highest proportions of persons age 85 and over in the country. Both of these facts signal a current and future high need for long-term care. Minnesota will have 1.6 million persons age 65 and over by 2030, representing one out of every four Minnesotans, compared to one out of every eight today.<sup>1</sup>

In 2002, the Centers for Medicare and Medicaid Services (CMS) completed a report to Congress entitled “Appropriateness of Minimum Nurse Staffing Ratios in Nursing Homes.” This study evaluated the relationship between staff levels and quality of care in nursing homes and identified staffing thresholds below which residents are at significantly greater risk of harm. In 2002 Minnesota's staffing standards were lowered to levels less than half of those identified in the CMS report.<sup>2</sup> AARP is concerned about the effect that these lower staffing levels will have on the quality of care of nursing home residents in Minnesota.

AARP is concerned about the welfare of residents in nursing homes and assisted living facilities in Minnesota and is exploring ways to protect these residents and ensure quality of care. The 2002 AARP Minnesota Long-Term Care Survey, a telephone survey of 818 Minnesotans age 35 and older, examines:

- Support for legislation to define minimum quality standards for assisted living facilities and establish a bill of rights for residents in these facilities
- Support for strengthening enforcement of standards to ensure quality care and protect the health and safety of nursing home residents
- Support for legislation to provide staffing levels sufficient to ensure quality care and meet the needs of nursing home residents
- Support for legislation to maintain the right of nursing home and assisted living facility residents and their families to take these facilities to court when residents are mistreated, abused, neglected, or injured
- Priority AARP should place on working to improve the quality of nursing homes and assisted living facilities in Minnesota
- Support for increasing the cigarette tax in Minnesota to generate funding for health and long-term care services

An annotated questionnaire, appended to this report, discloses exact question wording and all weighted responses to the survey. Percentages may not add up to 100 percent due to rounding or non-response.

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<sup>1</sup> <http://www.dhs.state.mn.us/agingint/lctaskforce/report.htm>.

<sup>2</sup> These thresholds are 2.8 hours per resident per day for certified nurse aides, 1.3 hours for registered nurses and licensed practical nurses, of which .75 hours is to be provided by registered nurses.

## Highlights

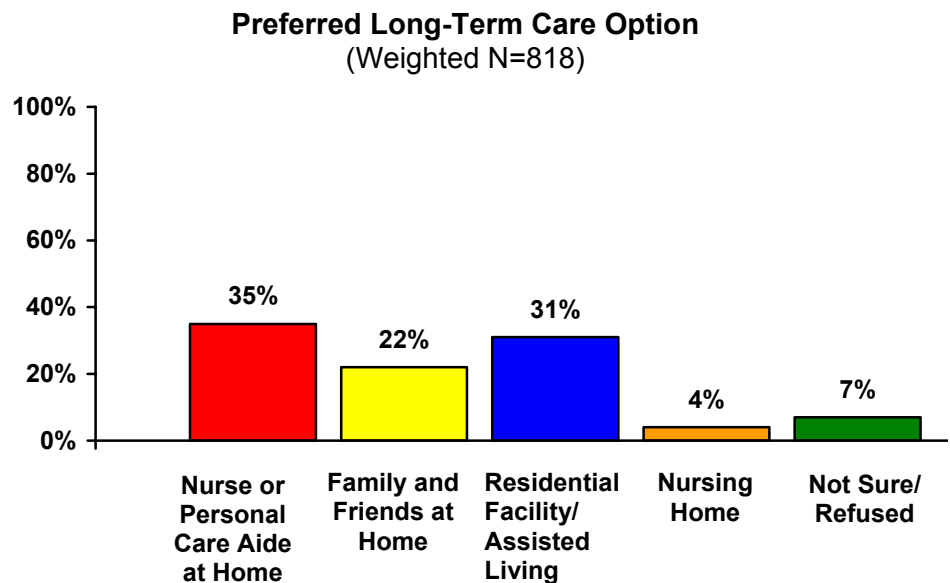
The AARP Minnesota Long-Term Care Survey was conducted by telephone from November 20 through December 1, 2002. A total of 818 interviews were completed from a random sample of adults in Minnesota ages 35 and older.

- If they needed long-term care, the majority of Minnesotans would prefer to have in-home care from a nurse or personal care aide (35%) or family and friends (22%). Another 31% would prefer to receive care in a residential facility such as assisted living.
- Nearly all Minnesotans say it would be very (70%) or somewhat (25%) important to remain in their own homes as long as possible if they needed long-term care services.
- Most Minnesotans support, either strongly (55%) or somewhat (29%), legislation to define minimum quality standards for a facility to qualify as an assisted living facility.
- Approximately nine in ten support legislation (64% strongly and 25% somewhat) to establish a bill of rights for assisted living facility residents to ensure consumer protection and quality of care.
- Nine in ten support strengthening enforcement of standards (73% strongly and 17% somewhat) to ensure quality of care in nursing homes and the health and safety of nursing home residents.
- Ninety-eight percent of Minnesotans think the proper amount of face-to-face and hands-on care in nursing homes is important (84% very and 14% somewhat).
- Nearly nine in ten Minnesotans would support, either strongly (64%) or somewhat (24%), legislation to increase staffing levels in nursing homes to ensure the proper amount of face-to-face and hands-on care for nursing home residents.
  - Among those who support this legislation, 94 percent would still support it even if it resulted in higher costs to the state.
- Nine in ten Minnesotans would support, either strongly (70%) or somewhat (20%), legislation to maintain the right of residents or their families to take long-term care facilities to court for mistreating, abusing, neglecting, or injuring residents.
  - Among those who support this legislation, 93 percent would still support it even if it resulted in the closure of long-term care facilities found responsible for abuse, neglect, or injury.
- More than eight in ten rate working to improve the quality of care in nursing homes and assisted living facilities as a top (32%) or high (50%) priority for AARP.
- Seven in ten Minnesotans support, either strongly (52%) or somewhat (18%), an increase in the state's cigarette tax from 48 cents per pack to \$1.48 per pack to generate funding for health and long-term care services.

## Findings

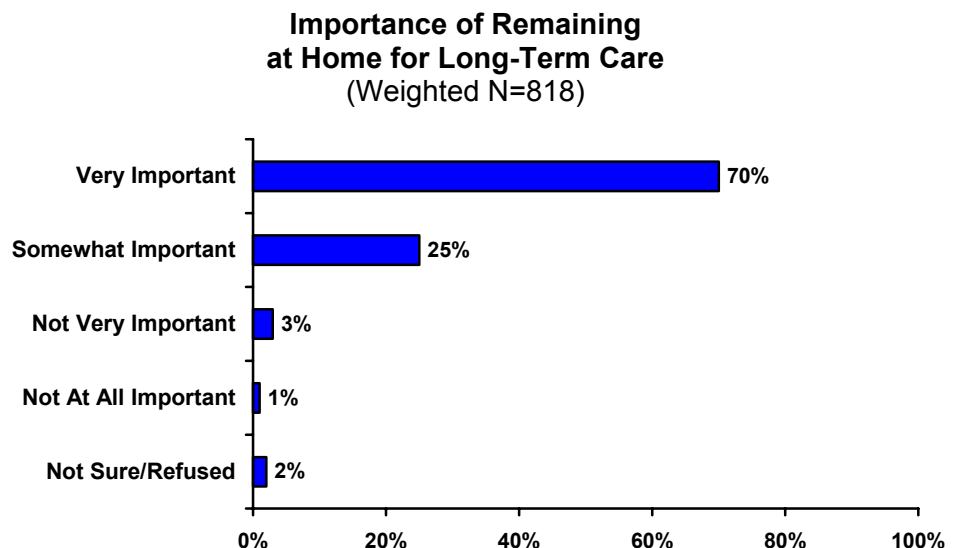
### Minnesotans would prefer to receive long-term care in their own homes or in assisted living facilities.

Nearly six in ten Minnesota residents ages 35 and older would prefer to have in-home care from a nurse or personal care aide or family and friends if they or a family member needed long-term care services. Almost one in three would prefer to have care provided in a residential setting such as an assisted living facility.



### Nearly all Minnesotans say it would be important to remain in their own homes as long as possible if they needed long-term care services.

More than nine in ten Minnesotans ages 35 and older say that it would be very or somewhat important to be able to stay at home as long as possible if they or a family member needed long-term care services, even if the care would cost more.

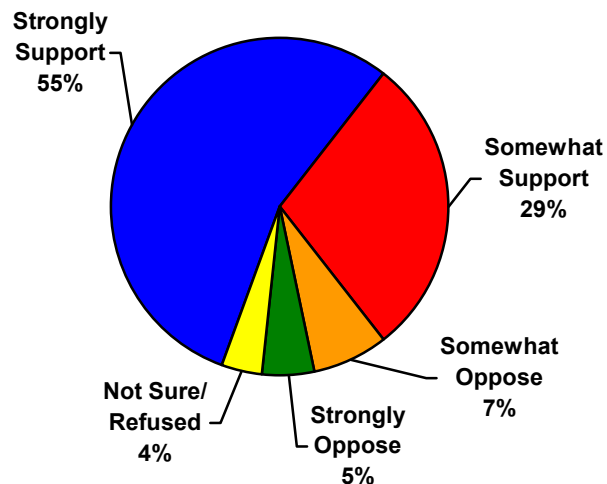


## Minnesotans support legislation to define minimum quality standards for assisted living facilities.

There has been a rapid growth of facilities that call themselves assisted living in Minnesota over the last five years. Currently, the federal government does not regulate assisted living facilities and there are no laws in Minnesota that define what an assisted living facility is.

More than eight in ten strongly or somewhat support legislation to define minimum quality standards for a facility to qualify as an assisted living facility.

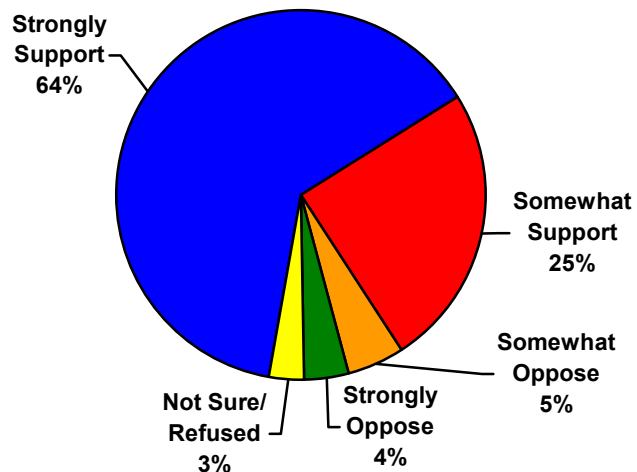
**Support for Legislation to Define Minimum Quality Standards for a Facility to Qualify as Assisted Living**  
(Weighted N=818)



## Nearly nine in ten Minnesotans support legislation to establish a bill of rights for assisted living facility residents to ensure consumer protection and quality of care.

Almost nine in ten strongly or somewhat support legislation that would establish a bill of rights for all assisted living facility residents to ensure consumer protection and quality of care.

**Support for Legislation to Establish a Bill of Rights for Assisted Living Residents**  
(Weighted N=818)

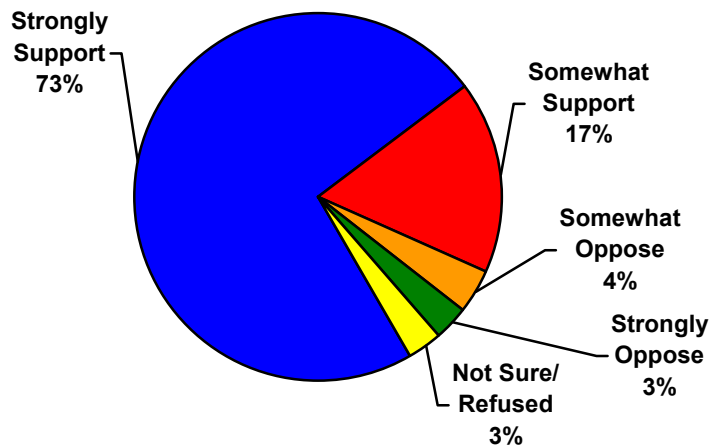


\*Percentages may not add up to 100 percent due to rounding or non-response.

## **Nine in ten Minnesotans support strengthening enforcement of standards to ensure quality of care in nursing homes and the health and safety of nursing home residents.**

Nine in ten Minnesotans ages 35 and older strongly or somewhat support strengthening enforcement of standards to ensure quality of care in nursing homes and the health and safety of nursing home residents.

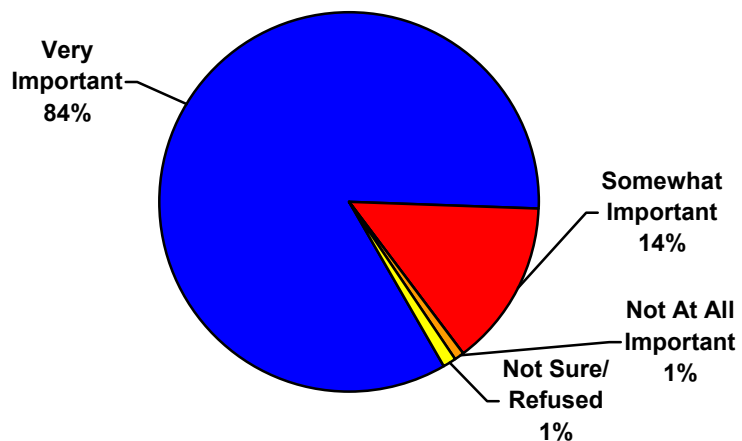
**Support for Strengthening Enforcement of Standards to Ensure the Quality of Care and the Health and Safety of Nursing Home Residents**  
(Weighted N=818)



## **Nearly all Minnesotans think the appropriate amount of face-to-face or hands-on care in nursing homes is important.**

Nearly all Minnesotans ages 35 and older think appropriate amounts of face-to-face or hands-on care is very (84%) or somewhat important (14%) to the quality of care that nursing home residents receive.

**Importance of Appropriate Amount of Face-to-Face and Hands-On Care in Nursing Homes**  
(Weighted N=818)



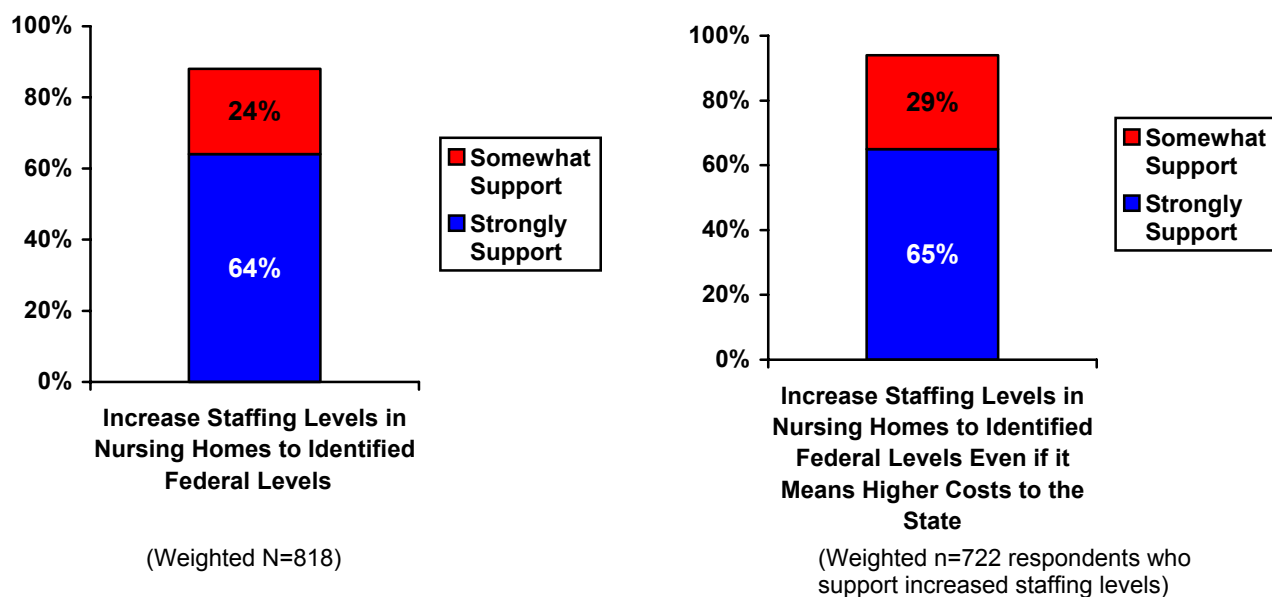


## **A large majority of Minnesotans support legislation to increase staffing levels in nursing homes to ensure proper amounts of face-to-face and hands-on care for nursing home residents.**

Nearly nine in ten Minnesota residents ages 35 and older strongly or somewhat support legislation to increase staffing levels to the identified federal government levels to ensure appropriate amounts of face-to-face and hands-on care sufficient to meet the needs of nursing home residents.

Of those Minnesota residents who support legislation to increase the staffing levels in nursing homes to the identified federal government levels, nearly all (94%) strongly or somewhat support this measure even if it resulted in higher costs to the state.

**Support for Legislation to Increase Staffing Levels in Nursing Homes to Identified Federal Government Levels**

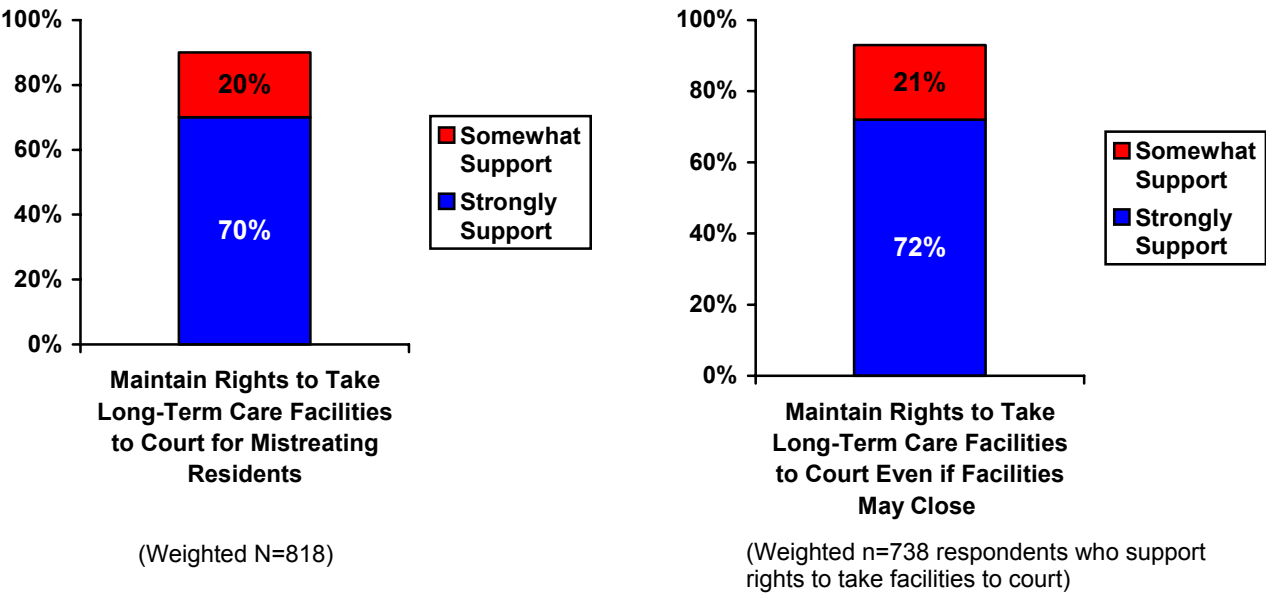


**Minnesotans overwhelmingly support maintaining the right to take long-term care facilities to court.**

Nine in ten Minnesota residents ages 35 and older strongly or somewhat support legislation to maintain the right of long-term care facility residents and their families to take these facilities to court for mistreating, abusing, neglecting, or injuring residents.

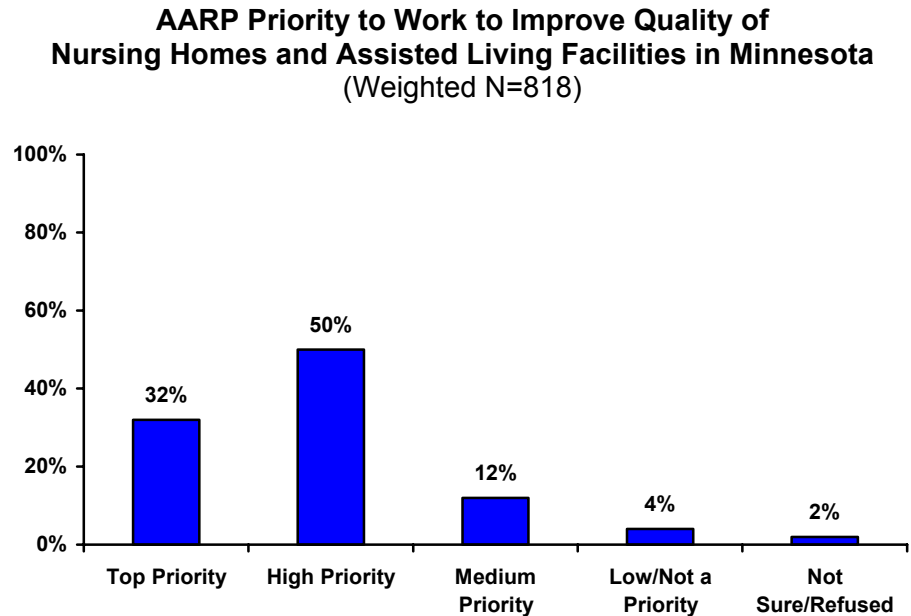
Of those Minnesota residents who support maintaining the right of long-term care facility residents and their families to take these facilities to court, over nine in ten strongly or somewhat support this measure even if it resulted in the closure of long-term care facilities found responsible for mistreatment, abuse, neglect, or injury.

**Support for Maintaining the Rights of Long-Term Care Facility Residents**



**Over eight in ten Minnesota residents rate working to improve the quality of nursing homes and assisted living facilities as a top or high priority for AARP.**

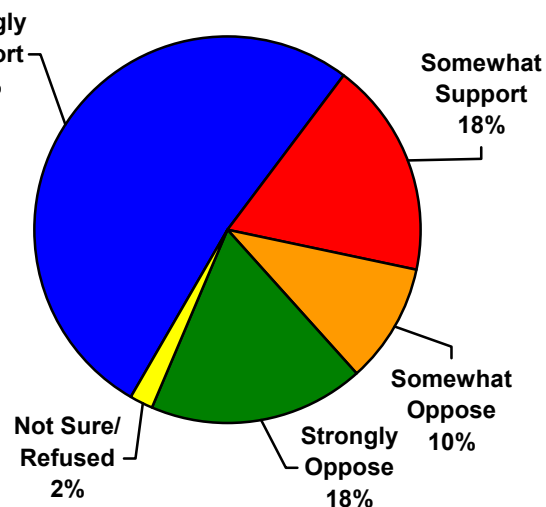
Improving nursing home and assisted living quality is a priority issue for adults ages 35 and older in Minnesota. Over eight in ten think it should be a top or high priority for AARP to work to improve the quality of nursing homes and assisted living facilities in their state.



**Seven in ten Minnesotans support a tax increase of \$1.00 per pack on cigarettes to increase funding for health and long-term care services.**

Seven in ten support increasing Minnesota's cigarette tax from 48 cents to \$1.48 per pack in order to increase current funding for health and long-term care services in the state.

**Support for Increasing Minnesota's Cigarette Tax to Generate Funding for Health and Long-Term Care Services**  
(Weighted N=818)



## Conclusions

Minnesotans believe AARP should work to improve the quality of nursing homes and assisted living facilities in the state. Concerned about quality of care issues, adults in Minnesota believe that face-to-face and hands-on care are very important to the quality of care that residents receive in nursing homes. Nearly nine in ten support requiring nursing homes to increase staff levels for appropriate amounts of face-to-face or hands-on care. They still support this measure even if it means higher costs to the state. Moreover, they strongly support strengthening enforcement of standards for ensuring quality of care and protecting the health and safety of nursing home residents.

Minnesotans are strongly supportive of defining quality standards for facilities to qualify as assisted living. Nearly nine in ten also support establishing a bill of rights for all assisted living facility residents to ensure consumer protection and quality of care. Minnesotans want to have the right to take legal action against long-term care facilities such as nursing homes and assisted living facilities. Nine in ten support maintaining the right of long-term care facility residents and their families to take these facilities to court for mistreating, abusing, neglecting, or injuring residents. They do so even if it results in the closure of long-term care facilities found responsible for mistreating residents.

Financing health and long-term care services by increasing the cigarette tax is a measure that Minnesotans would support. More than half strongly support a proposal to increase the state's cigarette tax from 48 cents per pack to \$1.48 per pack to generate funding for health and long-term care services. Approximately another one in five somewhat support this proposal.

## Methodology

In November 2002, AARP commissioned Woelfel Research, Inc. to conduct a Random Digit Dial (RDD) telephone survey of the adult population ages 35 and older in Minnesota. A total of 818 interviews were completed. The survey was conducted between November 20, 2002 to December 1, 2002, yielding a response rate of 11 percent and a 91 percent cooperation rate.<sup>3</sup>

The survey has a sampling error of plus or minus 3.5 percent. This means that in 95 out of 100 samples of this size, the results obtained in the sample would fall in a range of  $\pm 3.5$  percentage points of what would have been obtained if every person age 35 and older in Minnesota had been surveyed. Survey responses were weighted to reflect the distribution of age and gender in the adult population of Minnesota. Weighted responses to all survey questions are in the attached annotated questionnaire.

For more information about this study, contact Joanne Binette, AARP Knowledge Management, (202) 434-6303.

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<sup>3</sup> The response rate is Response Rate 3 and the cooperation rate is Cooperation Rate 3 from the following publication: The American Association for Public Opinion Research. 2000. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys*. Ann Arbor, Michigan: AAPOR.

## **Annotated Questionnaire**

## MINNESOTA LONG-TERM CARE SURVEY

**n = 818 Minnesotans Age 35+, Response Rate = 11%, Sampling Error =  $\pm$  3.5%**

**Weighted n = 818**

**(Percentages may not add to 100 percent due to rounding.)**

### ***Introduction***

Hello, this is \_\_\_\_\_ calling from Woelfel Research Inc., a national opinion research firm. We are conducting this survey in Minnesota on behalf of AARP and would like to find out your opinions on long-term care services in the state. Your views are important and we would greatly appreciate your participation. Let me assure you, this is not a sales call and you will not be asked to buy anything either now or later. All of your responses are kept entirely confidential. The survey should take only about 10 minutes of your time.

#### **11. RECORD GENDER OF PERSON WHO ANSWERED PHONE:**

- 1) Male
- 2) Female

#### **12. To make our study more representative of those living throughout Minnesota, I need to speak with the youngest male who is at home right now and is at least 35 years old.**

- 1) Person on phone is youngest male **[SKIP TO S1]**
- 2) Other person is youngest male and is coming to phone **[SKIP TO I4]**
- 3) Person is not available
- 4) REFUSED **[SKIP TO R1]**

#### **13. Then may I speak to the oldest female who is at home right now and is at least 35 years old?**

- 1) Person on phone is oldest female **[SKIP TO S1]**
- 2) Other person is oldest female and is coming to the phone **[SKIP TO I4]**
- 3) Person is not available **[TERMINATE]**
- 4) REFUSED **[SKIP TO R1]**

#### **14. Hello, this is \_\_\_\_\_ calling vendor, a national opinion research firm. We are conducting a survey in Minnesota to find out your opinions on long-term care services in the state. Your views are important and we would greatly appreciate your participation.**

Let me assure you, this is not a sales call and you will not be asked to buy anything either now or later. All of your responses are kept entirely confidential. The survey should take only about 10 minutes of your time.

- 1) CONTINUE
- 2) REFUSED **[SKIP TO R1]**

## ***Screening***

- S1. In order to save time and ensure I only ask you questions relevant to someone in your age group, could you tell me whether you are aged 50 or older, or are you under 50?  
[PROGRAMMERS: We need 350 respondents age 50+]
- 1) Age 50 or older
  - 2) Under 50
  - 3) DON'T KNOW / NOT SURE
  - 4) REFUSED

## ***Main Questionnaire***

**[READ INTRODUCTION TO ALL RESPONDENTS]**

***I am going to ask you some questions about long-term care.***

**Long-term care refers to care provided over an extended period of time at home, in a community setting, or in a nursing home. People of all ages who may be disabled, ill, elderly or frail, and who need assistance with regular daily activities, such as getting dressed, bathing, preparing meals or eating, may receive long-term care.**

- 1. Which care option would you prefer for yourself or a family member needing long-term care? (READ AND ROTATE FIRST FOUR RESPONSE CATEGORIES)**

**%**

- |    |   |
|----|---|
| 22 | Have family and friends provide all the care at home  |
| 35 | Pay a nurse or a personal care aide to provide care at home   |
| 31 | Have care provided in a residential facility, such as assisted living, where housing, food, and personal care such as help with bathing and dressing are provided for residents |
| 4  | Have care provided in a nursing home  |
| 7  | Not sure <b>(Do not read)</b>   |
| *  | Refused <b>(Do not read)</b>  |

- 2. If you or any member of your family became ill or disabled and needed long-term care services, how important would it be to you, personally, to be able to stay at home as long as possible, even if it means you have to contribute more to the cost of your care?**

**Would it be....?**

**%**

- |    |                               |
|----|-------------------------------|
| 70 | Very important                |
| 25 | Somewhat important            |
| 3  | Not very important            |
| 1  | Not at all important          |
| 2  | Not sure <b>(Do not read)</b> |
| *  | Refused <b>(Do not read)</b>  |

**[READ TO ALL RESPONDENTS]**

***Now, I am going to ask you a few questions about assisted living facilities.***

**An assisted living facility is a group residential setting often more like an apartment building rather than a nursing home. An assisted living facility provides 24-hour supervision and personal care services such as help with bathing and dressing and meals. These facilities also provide or coordinate some limited health care services like monitoring medications and physical therapy.**

- 3. There has been a rapid growth of facilities that call themselves assisted living in Minnesota over the last five years. The federal government does not regulate assisted living facilities. There are no laws in Minnesota that define what an assisted living facility is.**

**How strongly do you support or oppose legislation in Minnesota to define minimum quality standards for a facility to call itself assisted living? Do you....?**

**%**

55	Strongly support
29	Somewhat support
7	Somewhat oppose
5	Strongly oppose
4	Not sure <b>(Do not read)</b>
*	Refused <b>(Do not read)</b>

- 4. How strongly do you support or oppose legislation in Minnesota to establish a bill of rights for all assisted living residents to ensure consumer protection and quality of care? Do you...?**

**%**

64	Strongly support
25	Somewhat support
5	Somewhat oppose
4	Strongly oppose
3	Not sure <b>(Do not read)</b>
*	Refused <b>(Do not read)</b>

***Now, I am going to ask you a few questions about nursing homes.***

- 5. How strongly do you support or oppose Minnesota strengthening the enforcement of standards to ensure quality of care in nursing homes and the health and safety of nursing home residents? Do you.....?**

**%**

73	Strongly support
17	Somewhat support
4	Somewhat oppose
3	Strongly oppose
3	Not sure <b>(Do not read)</b>
*	Refused <b>(Do not read)</b>



6. **How important do you think appropriate amounts of face-to-face or hands-on care is to the quality of care that nursing home residents receive? Would it be...?**

**%**

84 Very important  
14 Somewhat important  
\* Not very important  
1 Not at all important  
1 Not sure (**Do not read**)  
\* Refused (**Do not read**)

7. **The federal government identified staffing levels for nursing homes that give residents the amount of face-to-face and hands on care necessary to meet the basic needs of residents. Currently, the required staffing levels for nursing homes in Minnesota are less than half of the levels identified by the federal government.**

**How strongly do you support or oppose legislation in Minnesota to increase the number of staff in nursing homes to the identified federal government levels? Do you.....?**

**%**

64 Strongly support  
24 Somewhat support  
4 Somewhat oppose (**Skip to question 9**)  
3 Strongly oppose (**Skip to question 9**)  
4 Not sure (**Do not read**) (**Skip to question 9**)  
\* Refused (**Do not read**) (**Skip to question 9**)

8. **Would you still support legislation in Minnesota to increase the number of staff in nursing homes so that residents can get the appropriate amounts of face-to-face and hands-on care necessary to meet their basic needs, even if it means higher costs to the state?**

**(n=722 Based on strongly/somewhat support legislation to increase the number of staff in nursing home)**

**%**

65 Yes, strongly support  
29 Yes, somewhat support  
3 No  
3 Not sure (**Do not read**)  
0 Refused (**Do not read**)

***Now, I have a few more questions for you about long-term care in general.***

9. **How strongly do you support or oppose legislation in Minnesota to maintain the right of residents and their families in long-term care facilities, such as nursing homes or assisted living facilities, to take these facilities to court for mistreating, abusing, neglecting, or injuring residents?**

9. (continued) Do you.....?

<u>%</u>	
70	Strongly support
20	Somewhat support
4	Somewhat oppose (Skip to question 11)
3	Strongly oppose (Skip to question 11)
3	Not sure (Do not read) (Skip to question 11)
*	Refused (Do not read) (Skip to question 11)

10. Would you still support maintaining the right of residents in long-term care facilities to take these facilities to court, even if it means that facilities found responsible for mistreating, abusing, neglecting, or injuring residents might close?

(n=738 Based on strongly/somewhat support legislation to maintain rights of resident and their families)

<u>%</u>	
72	Yes, strongly support
21	Yes, somewhat support
3	No
3	Not sure (Do not read)
*	Refused (Do not read)

11. How much of a priority should it be for AARP to work to improve the quality of nursing homes and assisted living facilities in Minnesota? Should it be a...?

<u>%</u>	
32	Top priority
50	High priority
12	Medium priority
2	Low priority
2	Not a priority
2	Not sure (Do not read)
*	Refused (Do not read)

12. Minnesota has a 48 cents per pack tax on cigarettes. One proposal to generate money for health and long-term care services is to increase the cigarette tax from 48 cents to \$1.48. This \$1 increase would generate about \$300 million annually.

If it was used to increase current levels of funding for health and long-term care services in Minnesota, how strongly do you support or oppose increasing Minnesota's cigarette tax from 48 cents to \$1.48? Do you.....?

<u>%</u>	
52	Strongly support
18	Somewhat support
10	Somewhat oppose
18	Strongly oppose
2	Not sure (Do not read)
*	Refused (Do not read)

## ***Demographics***

My last few questions are for classification purposes only!

**D1. What is your marital status? Are you currently....**

<u>%</u>	
67	Married,
12	Divorced,
1	Separated,
9	Widowed,
10	Or have never been married?
1	Living with partner [VOLUNTEERED]
*	DON'T KNOW
1	REFUSED

**D2. What is your age as of your last birthday? [RECORD IN YEARS]**

<u>%</u>	
48	35-49
22	50-59
19	60-74
11	75+

**D3. Are you or your spouse a member of A-A-R-P formerly known as the American Association of Retired Persons? [IF NOT "MARRIED" ASK, "Are you a member..."]**

<u>%</u>	
33	Yes
65	No
2	DON'T KNOW/NOT SURE
*	REFUSED

**D4. Thinking about your state elections for Minnesota Governor and Legislators in the last ten years, which of the following best describes your voting behavior? Would you say you always vote, sometimes miss one, rarely vote, or never vote?**

<u>%</u>	
76	Always vote
17	Sometimes miss one
4	Rarely vote
3	Never vote
*	DON'T KNOW/NOT SURE/DEPENDS
*	REFUSED

**D5. What is the highest level of education you have completed? (READ)**

<u>%</u>	
5	Less than high school
24	High school graduate or equivalent
32	Some college or technical training beyond high school
25	College graduate
14	Or, Post-graduate or professional degree
*	DON'T KNOW / NOT SURE
*	REFUSED

**D6. Which of the following best describes your current employment status? Are you currently....**

<u>%</u>	
52	Employed full-time
13	Employed part-time
24	Retired and not working
2	Unemployed and looking for work
4	Homemaker
3	Disabled
*	Student
1	Or something else? [ <i>Specify:</i> _____]
0	DON'T KNOW
*	REFUSED

**D7. Now, for statistical purposes only, please stop me when I get to the category that includes your household's income before taxes in 2001. Was it... (READ)**

<u>%</u>	
4	Less than \$10,000
8	\$10,000 but less than \$20,000
10	\$20,000 but less than \$30,000
11	\$30,000 but less than \$40,000
10	\$40,000 but less than \$50,000
19	\$50,000 but less than \$75,000
19	or was your income \$75,000 or more
3	DON'T KNOW
17	REFUSED

**D8. What is your 5-digit zipcode?      \_ \_ \_ \_ \_**

**D9. And, finally, may I verify that I reached you at: (\_\_\_\_)\_\_\_\_\_**

***Thank you for participating! Your Opinion Counts.***

<b>Respondent gender:</b>	<u>%</u>	
	48	Male
	52	Female

## **AARP**

Knowledge Management

For more information, contact Joanne Binette (202) 434-6303